Food & Beverage System

Reservations System

Delivery System

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ROCK — Restaurants Management System

ROCK allows you to create customizable table layouts for single or multiple sections of your facility. This allows your staff quick access to the status of any order or table in your facility. Just touch any unoccupied table to create a new order or add items to an existing order if the table is seated. The status of any table including Server, Guests, Open Checks, Time In, Time Out, Food Total and Beverage Total can easily be displayed.

ROCK Food and Beverage is a complete Point of Sale system with comprehensive inventory and receiving capabilities. Inventory is set up by item and ingredient, deducting from on-hand amount as menu selections are chosen for preparation. Printers in the kitchen, bar etc. Will automatically print the items needed from each location as the order is entered. ROCK Food & Beverage pricing options give you the ability to set up unlimited pricing levels automatically changing depending upon the time of day or the guest type

General Features

- Works for table service and counter service (quick service restaurants, table service restaurants, buffets, bars and more)
- Control cash by tracking and balancing cash register tills
- Works with common, inexpensive POS hardware
- Limit access to sensitive features with security settings
- Manage deliveries (delivery dispatch screen, service level color flags, delivery reporting, customer time commitment tracking, mapping)
- Store and track customer information
- Manager's real-time information screen (up-to-the-minute statistics for number and amount of orders, estimated food cost, hourly labor cost, gross margin, clocked in employees)
- Print box labels for delivery and carry-out orders
- Control cash in delivery driver and server banks
- Quickly change prices on many products with a spreadsheet-style window
- Change order entry background screens to customize image for a restaurant

Order Entry Features

- Touch screen order entry
- Works with a keyboard and mouse
- Large, easy-to-read order entry buttons
- Customize the order entry menu to fit your restaurant
- Combination ordering with upsizing
- Basic discounts (amount or percentage off)
- Advanced discounts (two for the price of one, buy x and get y free or discounted, target amounts, minimum order amount, maximum discount amount, quantity limits, discount an item when purchased in combination with other items, and more)
- Recall the last order with one button press
- Future orders (for large scheduled orders or catering)

Restaurant Efficiency Features

- Transmit order preparation information to kitchen and bar
- Reprint prep tickets and customer receipts
- Print Z reports for cash register tills
- Find open orders by customer name, order number or server
- Accurately track cash drops, paid outs and over/short information
- Total number of remote kitchen/bar printers supported
- Kitchen monitor
- Open food items (ask for price when entering order)
- Product alert messages (gives immediate information about a product, like inventory information or a reminder to ask for ID on age restricted products)
- Choose to print receipts only on selected orders (saves paper)
- Enter and track the time an order is promised to a customer

Marketing Features

- Print promotional message on customer receipts
- Product sales achievement by staff report
- Timed product pricing (automatically charge different prices for lunch, dinner or happy hour)

Delivery Features

- Flag late orders
- View orders currently out with a driver
- Dispatch and track deliveries
- Warn on undeliverable addresses

- Automatic selection of delivery zone based on customer address
- Different pricing for delivered products

Define Products and Order Entry Menus

Some other point of sale systems' menus is so difficult to design that the job requires a technician. With Rock, menu design is as easy as placing buttons on the screen and setting the product code they activate. Menu design is even easier with the available training user manual. When menus are scheduled to change, the changes can be made and stored in an inactive area of the menu designer, then added to the active menu with a few mouse clicks. Temporary or seasonal menu changes are almost automatic

Touch Screen Pushbutton Order Entry

Touch screen computer displays are more affordable than ever. Touching a few buttons on the order entry screen is the fastest and most natural way to enter an order. If you'd rather use a keyboard and mouse, Rock supports those, too.

Easy to Navigate Menus

With some other POS systems it's hard to figure out where you are and how you got there. Menu navigation in Rock is streamlined to make order entry faster and more efficient. Serving customers takes less time and payroll costs are reduced.

Enter and Track Discounts and Coupons

Many restaurants more actively promote through coupons and discounts than ever before. Rock every discount offered, tracks sources of new customers from coupons, and prohibits entry of an expired discount. Point of Success supports these types of discounts:

- Coupon effective and expiration dates
- Offers available during limited days and times
- Percentage discounts
- Specific item discounts
- Combination order item discounts
- Two-for-one discounts
- And almost any other type of discount you can dream up!
- Managers can override expired offers at any time

Security Controls for Prices and Deleting Items

Rock can prohibit item price changes and deletion of saved order items. Managers can override these controls to change prices on order items and adjust tickets with an audit file tracking every discount. Prevention of unauthorized discounts and control of free food orders is easy and automatic!

Enter and Track Payments and Payment Types

Whether one employee is responsible for their own drawer or bank, or a drawer is shared among several employees, Rock monitors every payment. Define the types of payments the restaurant accepts, then record each payment type. Drawer and bank open, close, and over/short reports print automatically.

Easy to Read Preparation Tickets and Kitchen Monitor

Prep tickets and kitchen monitor screens are easy to read, minimizing errors in order preparation. All the information the kitchen staff needs to prepare, track and complete an order is included right on the prep ticket or kitchen monitor. The kitchen monitor is available only in Rock Premium and requires a computer.

Improve Restaurant Efficiency

1. Every Employee Has the Information They Need

Order entry staff, servers, kitchen staff, delivery drivers, and managers all have the information they need to make their job easier, improve efficiency and satisfy customers!

- Store customer telephone number, address and delivery instructions
- Instantly see the ingredients and preparation details for any menu item
- Ask for required information like side item selections, crust type, toppings, condiments and preparation instructions
- Check an order to be certain that it contains items that qualify for a coupon offer or discount
- Tender payments and calculate change due
- Track promised time and ensure timely delivery dispatch
- Provide instant production, order status and financial information to a restaurant manager on the Manager's Console

2. Save Time on Every Order

Rapidly enter orders for table service, counter service/quick service, delivery or carry-out. Address, delivery and order history information is automatically retained for every customer, speeding service and minimizing payroll costs.

3. Track Every Order from Start to Finish

Easily check the status and progress of any order in the system.

- Time entered
- Order details
- Promised time
- Preparation instructions
- Discount and coupon details
- Payment information
- Delivery dispatch time and driver assignment

4. Detailed Customer Order History

Rock stores information on every order a customer has ever placed. The system can easily repeat an order for a frequent customer. Calculating the lifetime value of a customer is easy and automatic.

5. Keep Customers Happy

Rock gives restaurant managers the information they need to build and maintain relationships with their customers.

6. Order Tracking

Rock manages every order from the moment it is opened until it is paid. Helping to improve the operation of a restaurant is one of the most important reasons to buy a point of sale system!

7. View Tickets

Use the ticket list to see every open order in the system, see only one server's orders, view future orders, or to get more information on a closed order. Instantly view key information on the ticket list, then touch one of the buttons at the bottom of the window to perform that function.

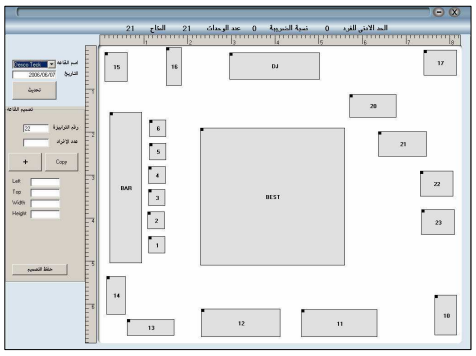
8. Future Orders

Easily accommodate large orders, catering orders, or future deliveries. The *Future Order Monitor* checks future orders twice each minute, waiting for the proper time to notify the kitchen to begin preparation of the order. Future orders work with kitchen printers and the system kitchen monitor.

Reservation system

Use this product with Rock restaurant point of sale software to track waiting guests, reservations, and manage the tables in a restaurant

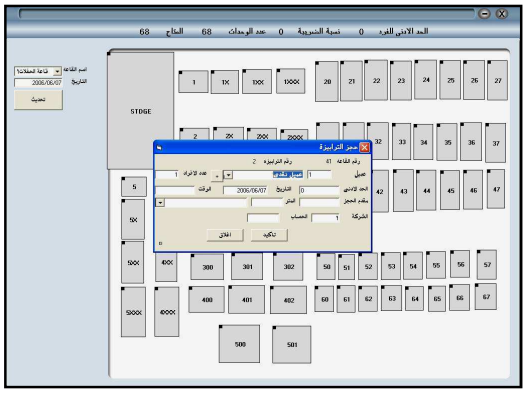
Table Map



Define your dining area on one screen or assign different rooms or dining areas to separate tabs. Table sizes, shapes and seating capacities are controlled in the table map designer. Use the table map for tasks in Table and Guest Management and Point of Success order entry:

- Check table status
- Open or close a station or dining area
- Visually tie tables to servers and dining areas
- Select a table from the table map in Rock Order Entry to create or edit a guest order

Wait List and Reservations

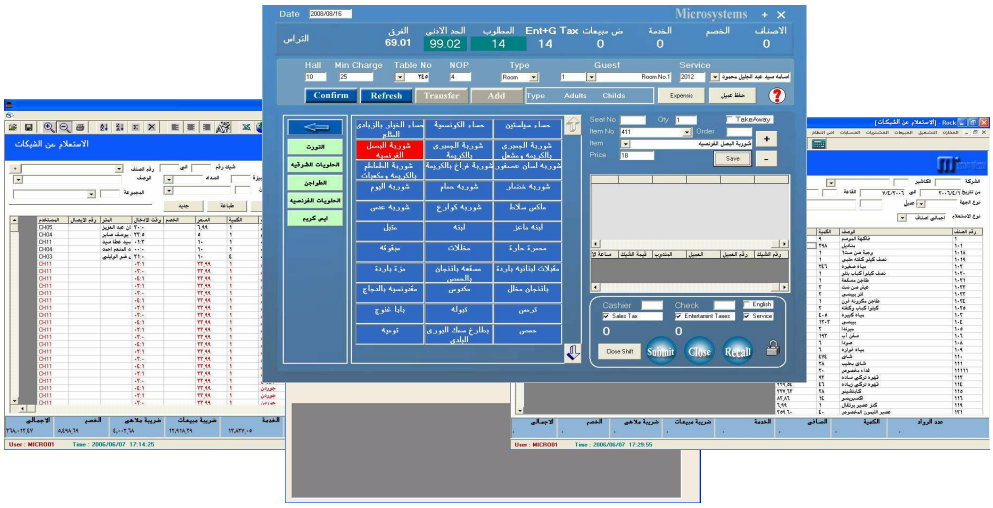


No more paper waiting lists! Enter guests as they arrive, and then manage every point of contact with a guest:

- Enter guest name, party size, and seating preference
- Record estimated wait time
- Track waiting guest statistics (total guests waiting, longest wait time, average wait time)

Track reservations for any date in the future. Set your reservation list time interval and the total number of reservations permitted for any point in time.

Order Entry and Preparation



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Your menu is easy to set up in Rock. Select the products to appear on the menu and organize the menu to fit your way of doing business. The only limit to the number of buttons on a screen is the size of the computer display. Buttons can be sized, colored and located anywhere on the screen.

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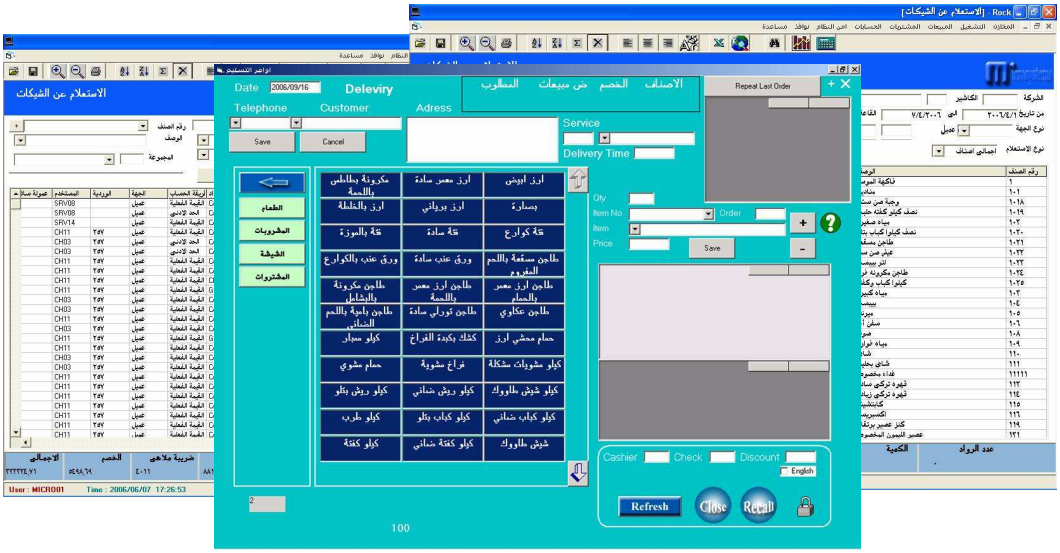
Delivery Dispatch



Dispatch Oldest Orders First

Rock tracks every order from start to finish. Orders flagged for delivery are displayed on the Delivery Dispatch screen in the order entered or the order promised. Every order in the delivery queue is displayed from the moment it's entered, making it easier to assign orders efficiently. The oldest waiting order in the system is always at the top of the list for rapid dispatch.

Mapping for Delivery

Rock includes integration with Microsoft Streets & Trips and MapPoint for delivery mapping. Select the orders to map, touch the Map button at the bottom of the screen, and the delivery addresses are automatically transferred to Streets & Trips.

Dispatch Longest Waiting Drivers First

As delivery drivers return from deliveries, each staff member logs back into the system. The longest waiting driver is assigned to the next dispatched order to control even distribution of assignments.

Orders on the delivery dispatch screen are shown in order of promised delivery time. Orders approaching the promised time are flagged yellow, while overdue orders are flagged red. Track delivery drivers, their time since checking in our out, and the orders assigned for a delivery run.

Print Delivery Tickets

Delivery dispatch tickets with complete order information, customer address information, contact information and delivery instructions make every delivery faster and easier.

Where is My Order?

You're prepared when a customer calls for information on their order. Informative screens list the orders still in production, the orders that are out on delivery, and the details of each order.

Track Delivery Staff Efficiency

Reports detailing delivery driver production help a manager to identify their best drivers. Retaining and rewarding the best employees contributes to a restaurant's success!

Track Delivery Driver Banks

Opening, closing and reconciling driver banks is fast and easy with the system. Reports detail the opening bank balance, orders assigned for delivery, cash drops, and balance due from a driver simplify end-of-shift procedures.

Delivery and Take-Out Restaurant Caller ID System

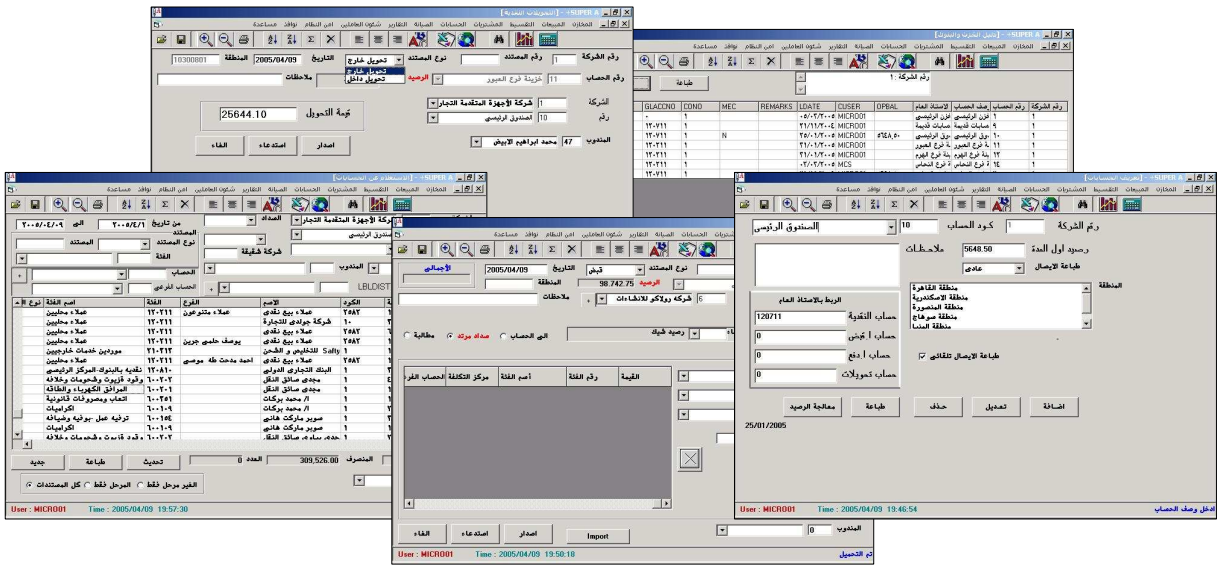
Rock Caller ID is a combination of hardware and software that work together to deliver caller ID information from your phone lines to your Point of Success order entry software. Incoming calls display on each order entry computer to identify the calling customer, speeding the entry of customer information.

No Need to Enter Caller Information

It's important to know who your customers are, but it takes time to enter complete customer information for every delivery order. With Rock Caller ID the customer telephone number, first and last name are entered automatically when setting up a new customer. Just enter the street address to complete setup for the customer. With Rock Caller ID, 60% of a residential customer's information is entered automatically!

Balance and Control Cash Drawers, Driver Banks and Server Banks

Every server and driver bank is automatically flagged for cash drops and easily balanced at the end of a shift. Cash drawers can be assigned to one staff member or shared among all staff members to permit multiple levels of cash control.



Cash control is an important restaurant pos software feature. Each cash register till; server bank and driver bank are opened and tracked to make end-of-shift balancing fast and accurate.

Analyze Marketing Effectiveness

Many restaurants need to advertise and promote their business to become and remain successful. Marketing is expensive, and Point of Rock helps analyze which marketing campaigns should be terminated and which campaigns or offers should be continued or expanded.

Business Reporting

Standard business reports help owners and managers understand the financial performance of a restaurant. Accounting and tax reporting information is retrieved from the manager's workstation with a few simple commands.

Reporting

Sends Financial Information to Headquarters

Key financial information is transferred to headquarters from each location in a chain or franchise organization. Requires only a simple, affordable email account at each remote location and at the central office. Information is automatically sent daily or weekly via email. This transfer can be scheduled to occur at any point, usually at night.

Enables Headquarters-Based Marketing

Customers and their purchase information are transferred to headquarters automatically with each financial batch. Customer information is aggregated at headquarters for email or postal mail marketing. Available marketing reports include good customer mailing list, new customer mailing list, email export, mailing list export, lazy and lost customer mailing lists and reports, and more.

Schedule, Produce and Send Any Rock Report

Any standard Rock report can be produced and emailed at any time of the day or night. Use this feature to gather specialized information or even to get hourly sales and expense updates. File format types available include .html, .CVS, and many other formats.